

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Friday, 15 August 2025 2:36 PM
To: Loi Ai Ting
Cc: SUR; Coco Lu Ting; Lim Yan Shi Jenn; Vikneswaran Naidu Ayavoo
Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Ms Loi,

WITHOUT PREJUDICE

We will be advising our principal a cost of repair of \$9,969.50 before excess \$1,000.00 & GST with 6 days of repair, subject to their approval.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler
Own Damage & Third Party Property Damage
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Monday, 11 August 2025 5:14 PM
To: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>
Cc: SUR <sur@lkkauto.com>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>
Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Ms Loi,

Still have 1 item of INSULATION DOOR \$50.00 haven't submit via Merimen System.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler
Own Damage & Third Party Property Damage
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>
Sent: Monday, 11 August 2025 4:52 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>
Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Shiao,

Kindly confirm the finalize amount at \$9,969.50 before GST and excess with 6 working days.

Do let us know if there are any issues.

Thanks.

Best Regards,

Loi Ai Ting



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
TEL: 6568 4501 DID: 6568 4556 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>

Sent: Wednesday, August 6, 2025 4:59 PM

To: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>

Cc: SUR <sur@lkkauto.com>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Acctd invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Shiao,

Submission merimen done for the supplementary.

Kindly finalize the amount.

Thanks & Regards,

Vikneswaran Naidu
Customer Service Advisor
Claim Division Operation Body & Paint Centre
209 Pandan Gardens



DPS Auto Services (Subsidiary of Cycle & Carriage)
Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
Tel : +65 6568 4504 • DID: +65 6568 4513 • Mobile: +65 9296 9198 • www.cyclecarriage.com.sg

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Monday, 4 August 2025 1:30 PM
To: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>
Cc: SUR <sur@lkkauto.com>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>
Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt involg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45
Importance: High

This email was sent from outside of your organisation

Dear Ms Loi/Vicky,

Kindly assist to put up the supplementary via Merimen as we need re-seek approval from our principal.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler
Own Damage & Third Party Property Damage
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Wednesday, 30 July 2025 11:35 AM
To: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>
Cc: SUR <sur@lkkauto.com>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>
Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt involg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Vicky,

Kindly assist to put up the supplementary via Merimen as we need re-seek approval from our principal.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler
Own Damage & Third Party Property Damage
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>
Sent: Tuesday, 22 July 2025 4:06 PM
To: Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>
Cc: SUR <sur@lkkauto.com>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Hi, Vicky,

Please refer email below from Shiao Chan-LKK.

Best Regards,

Loi Ai Ting



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
TEL: 6568 4501 DID: 6568 4556 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Thursday, July 17, 2025 10:46 AM
To: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>
Cc: SUR <sur@lkkauto.com>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>
Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

This email was sent from outside of your organisation

Dear Ms Loi,

Kindly assist to put up the supplementary via Merimen as we need re-seek approval from our principal.

Best Regards,

Shiao Chan (Ms) | Senior Case Handler
Own Damage & Third Party Property Damage
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>
Sent: Monday, 14 July 2025 9:59 AM
To: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>
Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Shiao Chan,

Already sent in the email from Vicky dated 29/05/2025. Kindly refer and confirm the soonest possible.

Attached alignment report for your reference.

Thanks.

Best Regards,

Loi Ai Ting



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
TEL: 6568 4501 DID: 6568 4556 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Monday, July 14, 2025 9:02 AM

To: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>

Cc: SUR <sur@lkkauto.com>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

This email was sent from outside of your organisation

Dear Ms Loi,

Have any photos for LH TENSION STRUT? If yes, kindly send to us with wheel alignment report. As we need re-see approval from our principal.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>

Sent: Thursday, 10 July 2025 6:46 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Shiau,

Kindly confirm the final amount at \$9,969.50 before GST and excess with 6 working days.

Do let us know if there are any issues.

Thanks.

Best Regards,

Loi Ai Ting



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
TEL: 6568 4501 DID: 6568 4556 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Loi Ai Ting

Sent: Tuesday, July 8, 2025 5:25 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Hi, Shiau Chan,

2nd email.

Best Regards,

Loi Ai Ting



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
TEL: 6568 4501 DID: 6568 4556 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Loi Ai Ting

Sent: Tuesday, July 8, 2025 5:11 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Hi, Shiao Chan,

Please refer before paint photos as per requested.

Thanks.

Best Regards,

Loi Ai Ting



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
TEL: 6568 4501 DID: 6568 4556 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Tuesday, July 8, 2025 4:49 PM

To: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>

Cc: SUR <sur@lkkauto.com>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

This email was sent from outside of your organisation

Dear Ms Loi,

Re-send.

Kindly provide us the before paint photos.

Best Regards,

Shiao Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Wednesday, 25 June 2025 3:39 PM

To: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>

Cc: SUR <sur@lkkauto.com>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Ms Loi,

Kindly provide us the before paint photos.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>

Sent: Friday, 23 May 2025 5:17 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Yan Shi Jenn <jenn.lim@cyclecarriage.com.sg>

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Shiau Chan,

Repair done and Vicky will send the finalise email to you soon.

Appreciate your understanding.

Best Regards,

Loi Ai Ting



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
TEL: 6568 4501 DID: 6568 4556 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Friday, May 23, 2025 17:13

To: Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

This email was sent from outside of your organisation

Dear Sir/Madam,

Kindly advise the status of SNG 3785X.

If done for repair works, kindly send us the final bill for finalise.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Wednesday, 5 February 2025 2:46 PM

To: vikneswarannaidu.ayavoo@cyclecarriage.com.sg

Cc: SUR <sur@lkkauto.com>

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Sir/Madam,

Kindly advise the status of SNG 3785X.

If done for repair works, kindly send us the final bill for finalise.

Wishing You a Prosperous & Joyful Chinese New Year 2025

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>

Sent: Thursday, 28 November 2024 12:58 PM

To: vikneswarannaidu.ayavoo@cyclecarriage.com.sg

Cc: SUR <sur@lkkauto.com>

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Sir/Mdm,

As instructed by our client, please proceed to repair the insured vehicle **SNG 3785X (Excess \$1,000/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Huey Yon | case handler

LKK Auto Consultants Pte.Ltd.

Phone: 6256-3561 Fax: 62564315 email: hueyyon@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

From: Rasul (LKKAuto) <Rasul@lkkauto.com>

Sent: Thursday, 28 November 2024 12:05 PM

To: SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: FW: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

From: Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>

Sent: Thursday, 28 November 2024 12:03:17 pm (UTC+08:00) Kuala Lumpur, Singapore

To: Sharon Tan Chow Yen <sharon_tan@ecics.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>; ECICS Claims <claims@ecics.com.sg>

Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Teng Keat <tengkeat.lim@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; assignments <assignments@lkkauto.com>; Sanjay Sajeev <sanjay.sajeev@cyclecarriage.com.sg>; Nicholas Leong Kim Long <nicholas.leong@cyclecarriage.com.sg>; Justin Peter Joseph <justin.joseph@cyclecarriage.com.sg>

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear All,

Any update on this Authorization and excess.

Best Regards,

Vikneswaran Naidu

Customer Service Advisor

Claim Division Operation Body & Paint Centre

209 Pandan Gardens



Exceptional Journeys

Cycle & Carriage Singapore · 209 Pandan Gardens, Singapore 609339

T: +65 6568 4513 · F: +65 6565 1240 · H: +65 9296 9198 · www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Vikneswaran Naidu Ayavoo

Sent: Tuesday, 26 November 2024 3:36 PM

To: 'Sharon Tan Chow Yen' <sharon_tan@ecics.com.sg>; 'rasul@lkkauto.com' <Rasul@lkkauto.com>; 'Daphne Lee (LKK Auto)' <daphnelee@lkkauto.com>; ECICS Claims <claims@ecics.com.sg>

Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Teng Keat <tengkeat.lim@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; 'assignments@lkkauto.com' <assignments@lkkauto.com>; Sanjay Sajeev <sanjay.sajeev@cyclecarriage.com.sg>; Nicholas Leong Kim Long <nicholas.leong@cyclecarriage.com.sg>

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear All,

Any update on this Authorization and excess.

Best Regards,
Vikneswaran Naidu
Customer Service Advisor
Claim Division Operation Body & Paint Centre
209 Pandan Gardens



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T: +65 6568 4513 · F: +65 6565 1240 · H: +65 9296 9198 · www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Vikneswaran N. Ayavoo
Sent: Monday, 25 November 2024 4:48 PM
To: Sharon Tan Chow Yen <sharon_tan@ecics.com.sg>; rasul@lkkauto.com; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Teng Keat <tengkeat.lim@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; assignments@lkkauto.com; Sanjay Sajeev <sanjay.sajeev@cyclecarriage.com.sg>; Nicholas Leong Kim Long <nicholas.leong@cyclecarriage.com.sg>
Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Sharon,

Any update on the Authorization. Its almost no any update since 20.11.2024 from your end.

Best Regards,
Vikneswaran Naidu
Customer Service Advisor
Claim Division Operation Body & Paint Centre
209 Pandan Gardens



Exceptional Journeys

Cycle & Carriage Singapore · 209 Pandan Gardens, Singapore 609339
T: +65 6568 4513 · F: +65 6565 1240 · H: +65 9296 9198 · www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Vikneswaran N. Ayavoo
Sent: Friday, 22 November 2024 1:13 PM
To: Sharon Tan Chow Yen <sharon_tan@ecics.com.sg>; rasul@lkkauto.com; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Teng Keat <tengkeat.lim@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; assignments@lkkauto.com

Subject: RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Sharon,

Any update on the Authorization.

Best Regards,
Vikneswaran Naidu
Customer Service Advisor
Claim Division Operation Body & Paint Centre
209 Pandan Gardens



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T: +65 6568 4513 · F: +65 6565 1240 · H: +65 9296 9198 · www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Sharon Tan Chow Yen <sharon_tan@ecics.com.sg>
Sent: Tuesday, 19 November 2024 11:46 AM
To: Vikneswaran N. Ayavoo <vikneswarannaiduayavoo@diplomatparts.com.sg>; rasul@lkkauto.com; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Teng Keat <tengkeat.lim@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; assignments@lkkauto.com
Subject: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Hi Vikneswaran,

We refer to the above matter.

We have engaged LINEAR Investigation & Consultancy Pte Ltd to conduct an investigation into the matter. Due to the schedule of our insured party, he will be available to meet with our investigators on 20th November 2024.

We will provide an update on the authorization once the investigation has been concluded.

Thank you for your patience.

Best regards

Sharon Tan

Team Lead



DID (65) 6734 3710 ext 167 Tel (65) 6206 5588
Email Sharon_Tan@ecics.com.sg Web www.ecics.com.sg
Address 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600

From: Vikneswaran N. Ayavoo <vikneswarannaiduayavoo@diplomatparts.com.sg>
Sent: Tuesday, 19 November 2024 11:26 am
To: Sharon Tan Chow Yen <sharon_tan@ecics.com.sg>; rasul@lkkauto.com; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Teng Keat <tengkeat.lim@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Muhammad Afiq Bin Mohamed Kamal <afiq_mohamedkamal@ecics.com.sg>
Subject: RE: DMCF2400102H/ST - OWN DAMAGE CLAIM SNG3785X

You don't often get email from vikneswarannaiduayavoo@diplomatparts.com.sg. [Learn why this is important](#)

Dear All,

Any update on the Authorization for this OD claim.

Best Regards,
Vikneswaran Naidu
Customer Service Advisor
Claim Division Operation Body & Paint Centre
209 Pandan Gardens



Exceptional Journeys

Cycle & Carriage Singapore · 209 Pandan Gardens, Singapore 609339
T: +65 6568 4513 · F: +65 6565 1240 · H: +65 9296 9198 · www.cyclecarriage.com.sg

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From: Muhammad Afiq Bin Mohamed Kamal <afiq_mohamedkamal@ecics.com.sg>
Sent: Friday, 15 November 2024 9:57 AM
To: Vikneswaran N. Ayavoo <vikneswarannaiduayavoo@diplomatparts.com.sg>
Cc: Sharon Tan Chow Yen <sharon_tan@ecics.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Teng Keat <tengkeat.lim@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: DMCF2400102H/ST - OWN DAMAGE CLAIM SNG3785X

WITHOUT PREJUDICE

Dear All

We have appointed LKK to survey the vehicle yesterday.

Thank you.
Best regards
Afiq Kamal

Associate | Claims



DID (65) 6734 3710 ext (180)

Tel (65) 6206 5588

Email afiq_mohamedkamal@ecics.com.sg **Web** www.ecics.com.sg

Address 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600

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From: ECICS Claims <claims@ecics.com.sg>
Sent: Friday, 15 November 2024 9:53 am
To: Muhammad Afiq Bin Mohamed Kamal <afiq_mohamedkamal@ecics.com.sg>
Cc: Sharon Tan Chow Yen <sharon_tan@ecics.com.sg>
Subject: DMCF2400102H/ST - OWN DAMAGE CLAIM SNG3785X

Dear Afiq,

Sharon's case. Please assist.

Best regards
Sow Foong

From: Vikneswaran N. Ayavoo <vikneswarannaiduayavoo@diplomatparts.com.sg>
Sent: Friday, 15 November 2024 9:11 am
To: ECICS Claims <claims@ecics.com.sg>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Teng Keat <tengkeat.lim@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: RE: OWN DAMAGE CLAIM SNG3785X

Dear All,

Any update on the claim and survey arrangement.

Best Regards,
Vikneswaran Naidu
Customer Service Advisor
Claim Division Operation Body & Paint Centre
209 Pandan Gardens



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From: Vikneswaran N. Ayavoo

Sent: Tuesday, 12 November 2024 11:16 AM

To: ECICS Claims <claims@ecics.com.sg>

Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Teng Keat <tengkeat.lim@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: RE: OWN DAMAGE CLAIM SNG3785X

Hi Motor Claims,

Above attached own damage claim submission behalf owner.

Kindly advised on the Authorization and excess.

Aside Survey team,

Kindly arrange for the survey at our premise.

Vikneswaran Naidu
Customer Service Advisor
Claim Division Operation Body & Paint Centre
209 Pandan Gardens



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